

Electronic Acknowledgement Receipt

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| EFS ID: | 3548779 |
| Application Number: | 10777847 |
| International Application Number: | |
| Confirmation Number: | 5907 |
| Title of Invention: | Method and apparatus for providing media-independent self-help modules within a multimedia communication-center customer interface |
| First Named Inventor/Applicant Name: | Christopher Clemmett Macleod Beck |
| Customer Number: | 24739 |
| Filer: | Donald Rex Boys/Sheri Beasley |
| Filer Authorized By: | Donald Rex Boys |
| Attorney Docket Number: | P3324CMBOC1 |
| Receipt Date: | 01-JUL-2008 |
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| Application Type: | Utility under 35 USC 111(a) |

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| Submitted with Payment | no |
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File Listing:

| Document Number | Document Description | File Name | File Size(Bytes) /Message Digest | Multi Part /.zip | Pages (if appl.) |
|-----------------|-------------------------------|--------------|---|------------------|------------------|
| 1 | Miscellaneous Incoming Letter | RESPONSE.pdf | 27121 | no | 2 |
| | | | a4ddec3b6351ceb2f6b1ab75dbbadd3526db706 | | |

Warnings:

Information:

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| 2 | Miscellaneous Incoming Letter | REPLACEMENTPAGES.pdf | 24113 190581f7e6559601092e15d0c221871b 9523d2 | no | 2 |
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| Information: | | | | | |
| Total Files Size (in bytes): | | | 51234 | | |
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